

I am very concerned about the reimbursement rates for VRS. As a video interpreter, it often occurs that the call center becomes so busy and flooded with calls, that we are unable to take breaks or rest without calls dropping. Without enough qualified interpreters on hand during these busy times, we can't do our jobs effectively. This is a danger to us, and provides unsatisfactory service to the callers we serve. In addition, development doesn't seem to be keeping up with demand. The technology is available, but there isn't enough funding for research to keep up with these changes. This causes connections which are often so blurry and pixelated calls can't be placed, or it is a struggle to do so. Please adopt VRS reimbursement rates that will cover costs for the recruitment and training of qualified interpreters for the VRS environment. Rates should also be adequate to cover further research and development efforts to improve the quality and access of VRS including on how to make VRS satisfy the need of sign language users while making emergency calls.